

OFFICE OF FINANCIAL AND INSURANCE REGULATION

JOB VACANCY NOTICE

CLASS/LEVEL: Departmental Technician 7-E9

DIVISION/SECTION: Consumer Services Division/Market Conduct Section

DEADLINE TO RESPOND: 3-12-09

~~~~~

INTERESTED APPLICANTS SHOULD SUBMIT A RESUME, COVER LETTER AND CIVIL SERVICE ADMINISTRATIVE SUPPORT APPLICATION (5030) TO DLEG, OFFICE OF FINANCIAL AND INSURANCE REGULATION, HUMAN RESOURCES/BUDGET DIVISION/OFIR 09-13, P.O. BOX 30220, LANSING, MICHIGAN 48909 OR FAX TO (517) 335-1450 BY THE DEADLINE DATE.

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                 |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| COUNTY/LOCATION         | Ingham/Lansing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                 |
| PAY RANGE               | \$15.98-\$21.94/hour                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                 |
| DESCRIPTION OF POSITION | As the technician responsible for market conduct examinations, prepare and schedule examinations, draft correspondence, conduct market analysis surveys, review and analyze the results, monitor the NAIC exam scheduling process, obtain information from NAIC's I-Site database including baseline analysis and Level 1 exam information, and develop and write and propose revisions to section policies and procedures.                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                 |
| EDUCATION               | Possession of a high school diploma or a GED Certificate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                 |
| EXPERIENCE              | Departmental Technician 7 - One year of experience performing 7-level administrative support activities. Departmental Technician 8 - One year of experience as a business and administrative technician or business and administrative para-professional equivalent to the entry level in state service OR One year of experience performing 8-level administrative support activities. Departmental Technician E9 - Two years of experience as a business and administrative technician or business and administrative para-professional, including one year of experience equivalent to the intermediate level in state service OR One year of experience performing 9-level administrative support activities OR One year of experience as a supervisor of administrative support activities. |                                                                                                                                 |
| SPECIAL REQUIREMENTS    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                 |
| RESPOND TO              | Posting No.:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | OFIR 09-13                                                                                                                      |
|                         | Address:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | DLEG, Office of Financial & Insurance Regulation, Human Resources/Budget Division/OFIR09-13, P. O. Box 30220, Lansing, MI 48909 |

|  |                 |                |
|--|-----------------|----------------|
|  | E-Mail Address: |                |
|  | Fax:            | (517) 335-1450 |

The State of Michigan is an Equal Opportunity Employer  
Civil Service Rule 1-7 states: All persons offered employment in the classified service are required to submit to  
and pass a pre-employment drug test as a condition of employment

**This is an announcement of a position vacancy and does not constitute an offer of  
employment.**

**State of Michigan**  
**Department of Civil Service**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

Federal privacy laws and/or state  
confidentiality requirements protect  
a portion of this information.

**POSITION DESCRIPTION**

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

|                                                                                                                     |                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>2. Employee's Name (Last, First, M.I.)</b>                                                                       | <b>8. Department/Agency</b><br>LABOR & ECONOMIC GROWTH                                                                              |
| <b>3. Employee Identification Number</b>                                                                            | <b>9. Bureau (Institution, Board, or Commission)</b><br>OFFICE OF FINANCIAL AND INSURANCE SERVICES                                  |
| <b>4. Civil Service Classification of Position</b><br>DEPARTMENTAL TECHNICIAN 7/8/E9                                | <b>10. Division</b><br>OFFICE OF REGULATORY COMPLIANCE & CONSUMER ASSIST                                                            |
| <b>5. Working Title of Position (What the agency titles the position)</b><br>DEPARTMENTAL TECHNICIAN                | <b>11. Section</b><br>CONSUMER SERVICES DIVISION                                                                                    |
| <b>6. Name and Classification of Direct Supervisor</b><br>REGAN JOHNSON, DEPARTMENTAL MANAGER 15                    | <b>12. Unit</b><br>MARKET CONDUCT SECTION                                                                                           |
| <b>7. Name and Classification of Next Higher Level Supervisor</b><br>CATHERINE KIRBY, STATE OFFICE ADMINISTRATOR 17 | <b>13. Work Location (City and Address)/Hours of Work</b><br>611 W. OTTAWA, LANSING 48933<br>8:00 A.M. - 5:00 P.M., MONDAY - FRIDAY |

**14. General Summary of Function/Purpose of Position**  
As the technician responsible for market conduct examinations, prepare and schedule examinations, draft correspondence, conduct market analysis surveys, review and analyze the results, monitor the NAIC exam scheduling process, obtain information from NAIC's I-Site database including baseline analysis and Level 1 exam information, and develop and write and propose revisions to section policies and procedures.

**For Civil Service Use Only**

**15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.**

**List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.**

Duty 1

**General Summary of Duty 1**

**% of Time 75**

Provide technical support for market conduct examinations and market analysis surveys.

**Individual tasks related to the duty.**

- Review, edit and evaluate reports to determine if they are in compliance with NAIC guidelines. This requires interpretation of the Michigan Insurance Code and NAIC guidelines.
- Obtain and review data from NAIC/I-Site to facilitate completion of Level 1 and Level 2 market analysis.
- Initiate contact & draft correspondence addressing exam non-compliance issues and exam corrections.
- Draft, edit, and finalize pre-examination material for market conduct examinations.
- Monitor NAIC financial, statistical, and other programmatic data on market conduct exams being conducted in Michigan by other states.
- Correspond with regulated companies and/or the examination vendor on exam report issues.
- Compile and review survey information. Forward relevant information to supervisor.
- Compose and edit correspondence to vendors and companies as required or when appropriate.
- Conduct market analysis surveys, compile and analyze data, and prepare composite survey results.
- Continued, page 6.

Duty 2

**General Summary of Duty 2**

**% of Time 20**

Miscellaneous technical assignments

**Individual tasks related to the duty.**

- Respond to telephone inquiries which includes providing information from database systems. The database systems consist of NAIC I-Site systems containing information about every insurer in the country. There are financial databases, complaint databases, marketing databases, etc.
- Obtain complaint ratios, payment practices within Michigan and across the country, the number of actions taken against the particular company, fines. Create queries in order to extract the information.
- Organize and schedule meetings and conferences as directed by management.
- Draft, prepare and produce written correspondence to companies and vendors regarding examination process for use in the section and by section staff.
- Determine what is allowable for destruction in relation to the record retention schedule.
- Work with investigators and other OFIR staff to retrieve market conduct information or related correspondence is needed.
- Know and use Record Center procedures to retrieve records, using computer software and hardware to process document requests. Determine when it is permissible to purge records after receiving list from the department liaison.
- Perform related special assignments from section manager and staff as requested.

Duty 3

**General Summary of Duty 3**

**% of Time** 5

Special assignments

**Individual tasks related to the duty.**

- Perform related special assignments from manager and staff as requested.

Duty 4

**General Summary of Duty 4**

**% of Time** \_\_\_\_\_

Duty #1, continued.

**Individual tasks related to the duty.**

- Receive and transmit confidential information, correspondence reports, and other documents regarding the market conduct examination findings.
- Respond to telephone inquiries to provide and interpret technical information concerning statutes, rules, and policies.
- Compile and gather data to develop and publish status reports, including determine material to be included. Prepare, edit, and publish status reports.
- Propose revisions to section procedures and manuals. Write and revise procedures to reflect changes and to insure consistency in form and format of the market analysis examination reports.
- Review changes in policy and its impact to section operations.

Duty 5

**General Summary of Duty 5**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

- 

Duty 6

**General Summary of Duty 6**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

-

- 16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.**

Determining what information can be shared with interested parties, including industry representatives, attorneys and advisory groups. Determining sensitivity level of subject matter and taking proper action. Determining if a contact or an emerging issue requires management's immediate involvement.

- 17. Describe the types of decisions that require your supervisor's review.**

Issues with significant economic, political and/or policy impact.

- 18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.**

Position duties and tasks are performed in a traditional office environment which includes considerable sitting, occasional standing, limited lifting, considerable microcomputer usage and normal office routines.

- 19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)**

| <u>NAME</u> | <u>CLASS TITLE</u> | <u>NAME</u> | <u>CLASS TITLE</u> |
|-------------|--------------------|-------------|--------------------|
| None.       |                    |             |                    |

- 20. My responsibility for the above-listed employees includes the following (check as many as apply):**

- |                                                             |                                                            |
|-------------------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input type="checkbox"/> Train employees in the work.      |

- 21. I certify that the above answers are my own and are accurate and complete.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**NOTE: Make a copy of this form for your records.**

**TO BE COMPLETED BY DIRECT SUPERVISOR**

- 22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?**

New position.

- 23. What are the essential duties of this position?**

Provide technical assistance for the Market Conduct Section by reviewing, editing and evaluating reports to determine if they are in compliance with NAIC guidelines and obtaining and collecting data for surveys which includes working with I Site and the NAIC.

- 24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.**

New position.

- 25. What is the function of the work area and how does this position fit into that function?**

The division is responsible for forms development and maintenance, communications, market conduct, insurance investigations and to provide excellent service to consumers who contact OFIS with a complaint regarding financial services entities. This position provides technical assistance to the Market Conduct Section related to market conduct examinations and surveys.



**26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.**

**EDUCATION:**

Possession of a high school diploma or a GED certificate.

**EXPERIENCE:**

Departmental Technician 7 - One year of experience performing 7-level office support activities.

Departmental Technician 8 – One year of experience as a Departmental Technician 7 or one year experience performing 8-level administrative support activities.

Departmental Technician 9 – Two years of experience as a Departmental Technician 7 or one year of experience as a Departmental Technician 8 or one year of experience performing 9-level administrative support activities or one year of experience as a supervisor of administrative support activities.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to process documents and meet scheduled deadlines.
- Ability to communicate information clearly and accurately either orally or written in correspondence regarding status of work being performed.
- Considerable knowledge of microcomputer operations is required.
- Ability to exercise considerable tact and diplomacy when dealing with licensees, attorneys, legislators, other state agencies and OFIS management.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None.

*NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.*

**27. I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.**

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

**28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.**

**29. I certify that the entries on these pages are accurate and complete.**

\_\_\_\_\_  
Appointing Authority's Signature

\_\_\_\_\_  
Date